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SONY

VAIO® Computer Quick Start

PCG-NVR Series

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Welcome

Congratulations on your purchase of the Sony VAIO® computer. Sony has combined leading-edge technology in audio, video, computing, and communications to provide you with state-of-the-art personal computing.

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Features

✍ For a complete description of the specifications of your VAIO® computer, see the VAIO® Computer Specifications supplied with your computer.

- **Exceptional performance —** Your computer includes a mobile AMD Athlon™ XP processor.
- **Portability —** The rechargeable battery provides hours of use without AC power.
- **Sony audio and video quality —** A high-resolution LCD screen enables you to take advantage of today's advanced multimedia programs, games, and entertainment software.
- **Microsoft® Windows® operating system —** Your computer is equipped with a Microsoft® Windows® operating system.
- **Communications —** Access popular online services, send and receive e-mail, browse the Internet, and use fax features.

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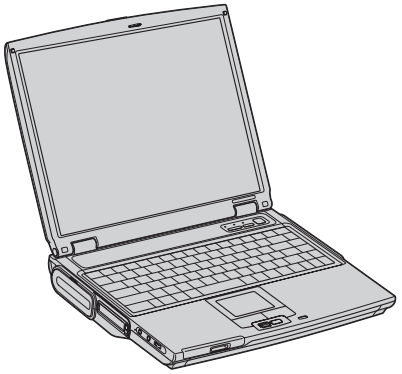
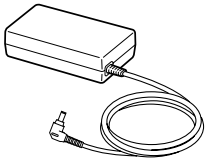
Unpacking Your Computer

Remove the following hardware items from the box:

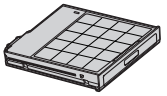
Main Unit



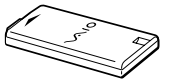
AC Adapter



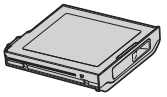
Ten-Key Bay unit



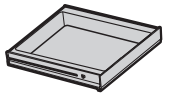
Rechargeable Battery



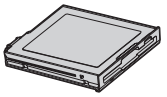
Compact Woofer Bay unit



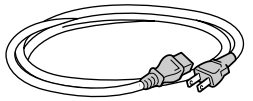
Weight Saver*



3.5" Floppy Disk Drive Bay unit



Power Cord



* Do not store anything inside the weight saver. Items stored in the weight saver may break or make it difficult to remove the weight saver from the multipurpose bay.

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Documents

- **VAIO® Computer User Guide —** A searchable online help file that contains detailed information on how to use your new computer. To access this file, click Start on the Windows® operating system taskbar, Help and Support, and VAIO User Guide.
- **VAIO® Computer Quick Start —** Contains information on unpacking and setting up your computer, the features of your computer, and how to solve common problems.
- **Microsoft® Windows® manual —** Explains how to use the basic features of the Windows® operating system installed on your computer.
- **VAIO® Computer Safety Information —** Explains notes on using your computer and offers safety tips.
- **VAIO® Computer Specifications —** An online file that details the hardware specifications and lists the installed software programs for your computer. To access this file, open the VAIO® User Guide and click the specifications link on the Welcome page.

Software CD

- **Microsoft® WordPerfect —** Enables you to reinstall Microsoft WordPerfect to your VAIO computer, if the application becomes corrupted or is erased.

Recovery CDs

- **Application Recovery CD(s) —** Enables you to reinstall individual programs and device drivers if they become corrupted or are erased.
- **System Recovery CD(s) —** Enables you to restore the operating system and software that shipped with your computer if they become corrupted or are erased. This CD restores your computer to its original factory settings, so user data and programs installed since you started using your computer will be lost.

✍ To use these recovery CDs, see “Using Your Recovery CDs” in the online VAIO® Computer User Guide for information on how to use these CDs.

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Other

- ❑ Packet containing special product offers
- ❑ Limited Warranty card

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Registering Your Computer

Take advantage of Sony's commitment to quality customer support and receive these benefits by registering your computer:

- **Sony Customer Support —** Talk to a support representative to troubleshoot problems you may encounter with your computer.
- **Limited Warranty —** Protect your investment. See the Warranty Card for more details.

✍ You are prompted to register your computer the first time you turn on the unit. Follow the on-screen instructions to complete the registration process. If you are not able to register your computer during the first session, you are provided with additional registration opportunities later.

Accessing the User Guide

The online VAIO® Computer User Guide is a searchable online help file that contains detailed information on how to use your new computer. To open this file, click Start on the Windows® taskbar, select Help and Support, and click VAIO User Guide.

About Adding Memory

Depending on the configuration you purchased, your computer may accept additional memory modules. For information about installation procedures, refer to the online VAIO® Computer User Guide and print those relevant steps. The specifications supplied with your computer (online or printed, depending on the configuration you purchased) lists the amount of installed memory and required memory modules for upgrades.

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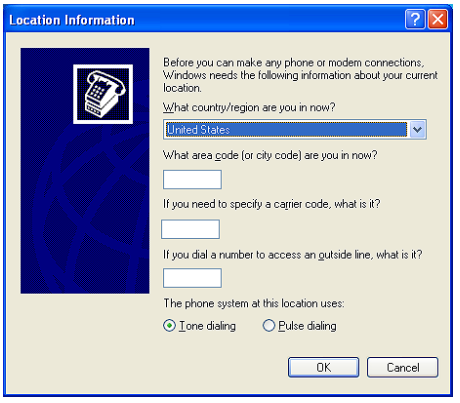
Setting up your dial-up connection

This section describes the basic steps for setting up your dial-up connection. The Connection Wizard guides you through the process of connecting to the Internet and choosing an Internet Service Provider (ISP) or setting up an existing account.

Setting up your Internet connection

1 Click Start, point to All Programs, Accessories, Communications, and click New Connection Wizard. The Location Information screen appears.

Location Information screen



2 Follow the on-screen instructions, and click OK. The Phone and Modem Options screen appears.

3 Select the location from where you are dialing, and click OK. The New Connection Wizard appears.

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New Connection Wizard

4 Follow the on-screen instructions.

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Setting Up Your VAIO Computer

This section describes all the controls and ports on your computer, how to connect your computer to a power source, and how to start and turn off your computer.

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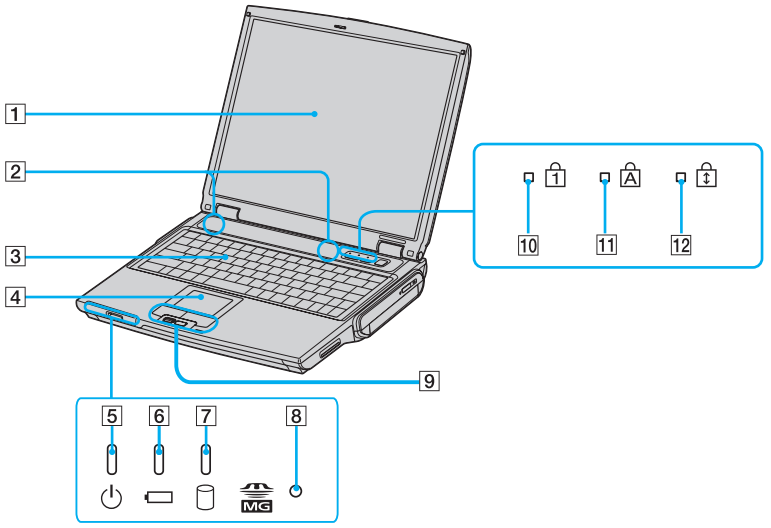
Locating Controls and Ports

Front



1	LCD (Liquid Crystal Display) screen	**7**	Hard disk indicator
2	Speakers	**8**	Memory Stick® media indicator
3	Keyboard	**9**	Left and right buttons
4	Touchpad	**10**	Num Lock indicator
5	Power indicator	**11**	Caps Lock indicator
6	Battery indicator	**12**	Scroll Lock indicator

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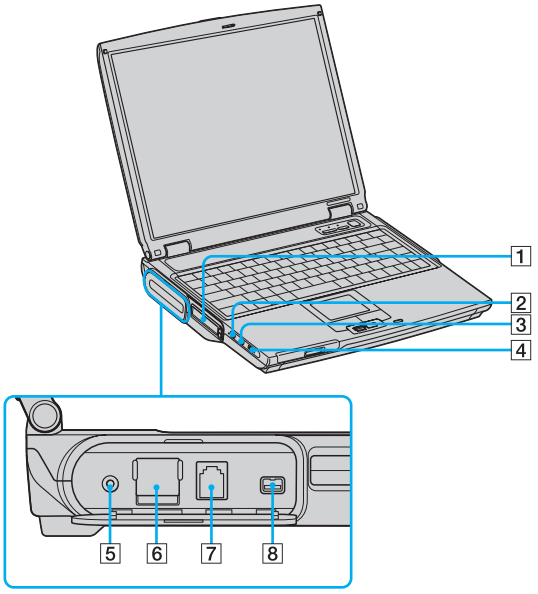
Left



1	PC Card slot	**5**	AV Out jack
2	Microphone jack*	**6**	Ethernet port
3	Headphone jack	**7**	Telephone jack
4	Volume dial control	**8**	i.LINK® (IEEE 1394) S400 port

* There is a protruding dot on the left side of the Microphone jack to further distinguish it from other jacks and ports. Do not connect a microphone to the Headphone jack.

Only connect 10BASE-T and 100BASE-TX cables to the Ethernet port. Do not connect any other type of network cable or any telephone line. Connecting cables other than those listed above may result in an electric current overload and could cause a malfunction, excessive heat, or fire in the port. To connect the unit to the network, contact your network administrator.

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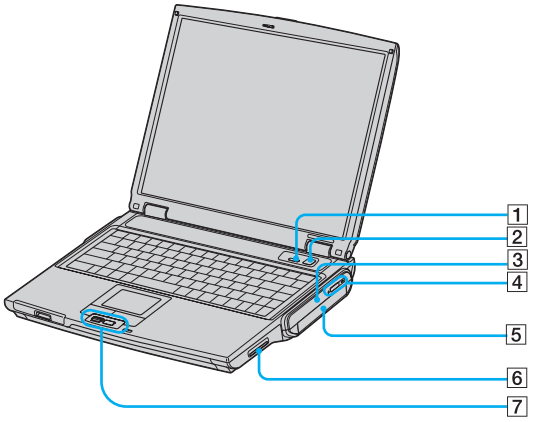
Right



1	Help button	**5**	Multipurpose Bay*
2	Power button	**6**	Battery bay
3	CD-RW/DVD Combo Drive	**7**	Center Jog Dial™ Control and Back button
4	Eject button		

* This Multipurpose Bay can house either the removable Floppy Disk Drive Bay unit, Compact Woofer Bay unit, or the internal Ten-Key Bay unit.

✍ There is a ventilation slot located on the left side of the back panel. Do not cover the ventilation slot when your computer is on.

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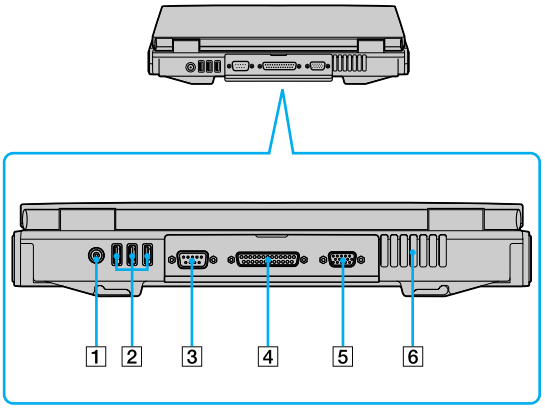
Back



1	⎓ DC In port	**4**	Printer (parallel) port
2	USB port	**5**	VGA (monitor) port
3	Serial port	**6**	Air vent

There is a ventilation slot located on the left side of the back panel. Do not cover the ventilation slot when your computer is on.

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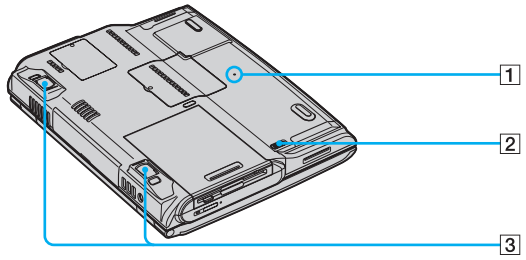
Bottom



1	Reset button
2	Release switch
3	Tilt stands

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Connecting a Power Source

You can use either AC power or a rechargeable battery as a power source.

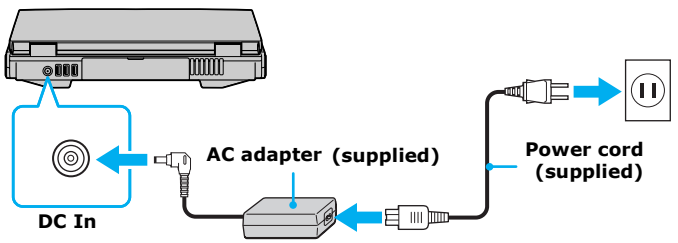
To use the AC adapter

1 Plug the cable attached to the AC adapter into the DC In port on the computer.

2 Plug one end of the power cord into the AC adapter.

3 Plug the other end of the power cord into an AC outlet.

Connecting the AC adapter



Notes on the AC adapter

- ❑ Your computer operates on 100V-240V AC 50/60 Hz.
- ❑ Do not share the AC outlet with other power-consuming equipment, such as a copy machine or shredder.
- ❑ You can purchase a power strip with a surge protector. This device prevents damage to your computer caused by sudden power surges such as those that may occur during an electrical storm.
- ❑ Do not place heavy objects on the power cord.
- ❑ To disconnect the cord, pull it out by the plug. Never pull the cord itself.
- ❑ Unplug your computer from the wall outlet if you will not be using the computer for a long time.

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- The LED indicator on the AC adapter may be turned on until the AC adapter is unplugged from your computer.
- When the AC adapter is not used, unplug it from the AC outlet.
- Use only the AC adapter supplied. Do not use any other AC adapter.

Using battery power

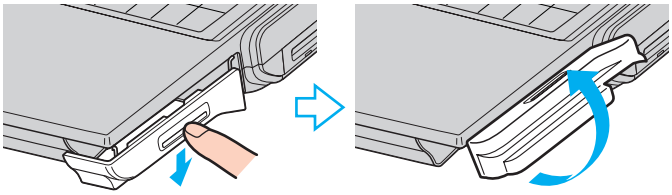
You can use the battery as a power source. The battery that comes with your computer is not fully charged at the time of purchase.

To insert and charge the battery

1 Push the battery bay cover down to open it.

The battery bay cover swings out but does not detach.

Battery bay



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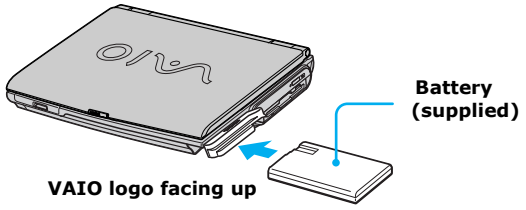
2 Insert the battery into the battery bay on the right side of the computer.

Inserting the battery



3 Lift the battery bay cover up until it clicks.

To charge the battery

1 Connect the AC adapter to the computer.

2 Insert the battery.

The computer automatically charges the battery. The battery indicator flashes in a double-blink pattern as the battery charges.

3 When the battery is 85 percent full, the battery indicator turns off. This process takes several hours when your computer is using AC power.

✍ To charge the battery completely, continue charging for an additional hour. See "Displaying Battery Information" in the online VAIO® Computer User Guide for more information.

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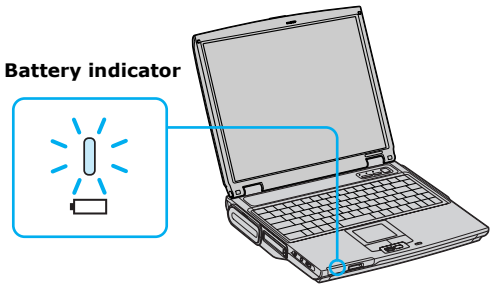
Battery indicator



Battery Indicator	Description
	Indicates the status of the battery in the battery bay.

Battery Indicator Light Status	Description
On	The computer is using battery power.
Single blink	The battery is running out of power.
Double blink	The battery is charging.
Off	The computer is using AC power.

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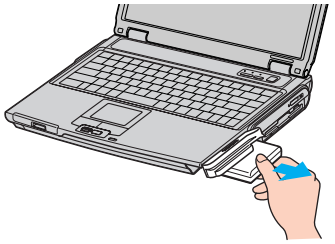
To remove the battery

1 Push the battery bay cover down to open it.

2 Pull out the battery.

Removing the battery



3 Push in and lift up the battery bay cover until it clicks.

> ⚠ **You will lose data if you remove the battery while the computer is on and not connected to the AC adapter or if you remove the battery while the computer is in a power saving mode.**

Notes on the battery

- ❑ To determine the remaining battery charge, see “Displaying Battery Information” in the online User Guide for more information.
- ❑ When the battery power is running low, both the battery and power indicators blink.
- ❑ When the computer is directly connected to AC power and has a battery in the battery bay, it uses power from the AC outlet.
- ❑ Keep the battery in the computer while it is directly connected to AC power. The battery continues to charge while you are using the computer.
- ❑ If the battery level falls below 10 percent, you should either attach the AC adapter to recharge the battery, or turn off your computer and insert a fully charged battery.

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- You can extend battery life by changing the power schemes. See "Controlling Power Consumption" in the online VAIO® Computer User Guide for more information.
- The battery supplied with your computer is a lithium-ion battery and can be recharged at any time. Charging a partially discharged battery does not affect battery life.
- For some software programs and some peripheral devices, your computer may not enter Hibernate mode when the battery life is low. To avoid loss of data when using battery power, you should save your data frequently and manually activate a power management mode, such as Standby or Hibernate.
- Never leave the battery in temperatures above 140°F (60°C), such as under direct sunlight or in a car parked in the sun.
- Battery life is shorter in a cold environment. This is due to decreased battery efficiency at low temperatures.
- Charge the battery at temperatures between 50°F and 80°F (10°C to 30°C). Lower temperatures require a longer charging time.
- While the battery is in use or being discharged, the battery heats up. This is normal and is not cause for concern.
- Keep the battery away from all sources of heat.
- Keep the battery dry.
- Do not open or try to disassemble the battery.
- Do not expose the battery to any mechanical shock.
- If you are not using the computer for an extended period of time, remove the battery from the computer to prevent damage to the battery.
- If, after fully charging the battery, the battery power is still low, the battery may be reaching the end of its life and should be replaced.
- If you have not used the battery for a considerable amount of time, recharge the battery.

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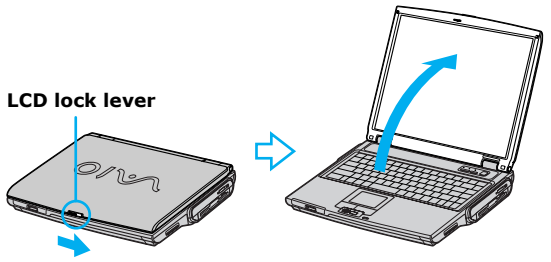
Turning On Your Computer

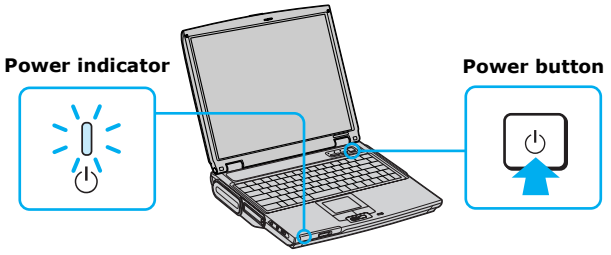
1 Slide the LCD lock lever in the direction of the arrow, and lift the cover.

Opening the Computer



2 Press the power button on top of the computer. The power indicator turns on if you are using AC power, or the power and battery indicators turn on if you are using battery power.

Power button



If you hold the power button down for more than four seconds, the computer turns off.

3 If necessary, adjust the brightness controls for the LCD display as follows:

- To increase brightness, press Fn+F5.
- To decrease brightness, press Shift+Fn+F5.

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Turning Off Your Computer

To avoid potential loss of data, follow these steps to turn off your computer.

To turn off your computer

1 From the Start menu, click Turn Off Computer. The "Turn off computer" dialog box appears.

2 Click Turn Off.

Respond to any prompts warning you to save documents.

3 Wait for your computer to turn off automatically. The computer is off when the power indicator turns off.

4 Turn off any peripherals connected to your computer.

During a period of inactivity, you can conserve battery life by using Standby mode. See "Controlling Power Consumption" in the online VAIO® Computer User Guide for more information.

If you are unable to turn off your computer

1 Close or end all operations as follows:

- Close all programs.
- Remove the PC Cards.
- Disconnect USB devices.

2 Press the Crtl+Alt+Delete keys simultaneously. The Windows Task Manager screen appears.

3 Click Shut Down, and select Turn Off.

If you are still unable to turn off the computer, press the power button and hold it for more than four seconds. This operation may result in data loss.

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Software and Support Information

Your VAIO® computer is ready to help you work, play, learn, and communicate as soon as you turn it on. For more information on the software installed on your computer, see the VAIO® Computer Specifications. To access this file, open the online VAIO® Computer User Guide, and click the specifications link on the Welcome page.

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Software Overview

Your computer may not be supplied with all of the software listed below, depending on the configuration you purchased. Preinstalled software may not be identical to retail versions or include supporting documentation.

- Adobe® Acrobat® Reader® -- Adobe Systems Inc.
- Adobe® Photoshop® Elements Trial Version -- Adobe Systems Inc.
- America Online® -- America Online, Inc.
- AT&T WorldNet® Service -- AT&T Corp.
- DigitalPrint -- Sony Electronics Inc.
- DVgate™ -- Sony Electronics Inc.
- EarthLink Network Total Access® -- EarthLink, Inc.
- EverQuest®* -- Sony Online Entertainment Inc.
- MovieShaker™ -- Sony Electronics Inc.
- PC-Cillin® 2000 -- Trend Micro, Inc.
- PicoPlayer™ -- Sony Electronics Inc.
- Quicken® 2002 New User Edition† -- Intuit Inc.
- QuickTime® -- Apple Computer, Inc.
- RealPlayer® -- RealNetworks, Inc.
- Smart Capture -- Sony Electronics Inc.
- SonicStage™ -- Sony Electronics Inc.
- Sony ScreenBlast™ ACID* -- Sony Pictures Digital Entertainment
- Sony ScreenBlast™ Sound Forge®* -- Sony Pictures Digital Entertainment
- Sony on Yahoo! -- Yahoo! Inc.
- VAIO Support Agent -- Sony Electronics Inc.
- WinDVD® -- InterVideo, Inc.
- WordPerfect Office 2002 Standard -- Corel Corp.

* On selected models.

† Existing Quicken users may be required to pay an upgrade fee.

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Software Support Information

Adobe® Acrobat® Reader®, Photoshop® Elements Trial Version (Adobe Systems Inc.)

Web site	http://www.adobe.com
e-mail	techdocs@adobe.com
telephone	206-675-6126 (fee-based support)
fax	206-628-5737
hours	M-F, 6 A.M.-5 P.M. (Pacific time)

EverQuest® (Sony Online Entertainment Inc.)

Web site	http://www.everquest.com
e-mail	eqtech@soe.sony.com
telephone	858-831-9143
hours	M-F, 8:30 A.M.-5:30 P.M. (Pacific time)

Microsoft® Windows® Operating System (Microsoft Corp.)

Web site	http://www.sony.com/pcsupport
telephone	888-4-SONY-PC (888-476-6972)*
hours	7 days a week, 24 hours a day

* Support from 1-888-4-SONY-PC is free of charge for 90 days after the original date of purchase.

PC-Cillin® 2000 (Trend Micro, Inc.)

Web site	http://www.antivirus.com/pc-cillin/support
telephone	510-859-0308; 900-820-8324*
hours	M-F, 8 A.M.-5 P.M. (Pacific time)

* Support from 510-859-0308 is free of charge, but subject to delays. Support from 900-820-8324 is fee-based, but offers immediate response.

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Quicken® 2002 New User Edition (Intuit Inc.)

Web site	http://www.intuit.com/support
telephone	900-555-4932; 800-644-3193*
hours	M-F, 5 A.M.-5 P.M. (Pacific time)

* Support from 900-555-4932 is fee-based. Support from 800-644-3193 is automated and free of charge.

QuickTime® (Apple Computer, Inc.)

Web site	http://www.apple.com
telephone	800-275-2273
hours	M-F, 6 A.M.-6 P.M. (Pacific time)

RealPlayer® (RealNetworks, Inc.)

Web site	http://service.real.com/rjoptions.html
e-mail	http://service.real.com/help/call.html (online email form)

Sony Applications (Sony Electronics Inc.)

Web site	http://www.sony.com/pcsupport
telephone	888-4-SONY-PC (888-476-6972)*
hours	7 days a week, 24 hours a day

* Support from 1-888-4-SONY-PC is free of charge for 90 days after the original date of purchase.

Sony ScreenBlast™ ACID, Sony ScreenBlast™ Sound Forge® (Sony Pictures Digital Entertainment)

Web site	http://www.sonicfoundry.com/support
e-mail	support@sonicfoundry.com
telephone	900-407-6642 (fee-based support)
fax	608-256-7300
hours	M-F, 9 A.M.-5 P.M. (central time)

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WinDVD® (InterVideo, Inc.)

Web site	http://www.intervideo.com
telephone	510-651-0888

WordPerfect® Office 2002 Standard (Corel Corp.)

Web site	http://www.corel.com
telephone	613-274-0500
hours	M-F, 8:30 A.M.-7:30 P.M. (eastern time)

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Using the Recovery CDs

This section provides you with details on your Sony Application Recovery and System Recovery CDs.

- Application and System Recovery CDs
- Using Your Recovery CDs

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Application and System Recovery CDs

Your computer comes with the following Application Recovery and System Recovery CDs. You will need an optical drive to use these recovery CDs. If your computer does not come with an optical drive, use an external optical disc drive.

Application Recovery CD(s)
Sony Electronics Inc.
This CD enables you to reinstall individual software programs and device drivers if they become corrupted or are erased.

System Recovery CD(s)
Sony Electronics Inc.
This CD enables you to restore the operating system and software that shipped with your computer if they become corrupted or are erased. This CD restores your computer to its original factory settings, so user data and software programs installed since you started using your computer will be lost.

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Using Your Recovery CDs

The following sections describe how to use the Application Recovery and System Recovery utilities.

Using the Application Recovery CD(s)

The Application Recovery CD(s) utility enables you to reinstall individual software programs, device drivers, and repair software programs if they become corrupted or are erased. Reinstalling an individual program or device driver may correct a problem you are experiencing with your computer, peripheral hardware, or software. You may not need to reinstall the entire contents of your hard drive. To reinstall all the software titles that shipped with your computer, use the System Recovery CD(s). See "Using the System Recovery CD(s)" for more information.

✍ You must be using a Windows® operating system to run the Application Recovery CD utility.

To reinstall programs with the Application Recovery CD(s)

1. Turn on your computer. If your computer is already on, close all open programs.
2. When the Windows desktop appears, insert Sony Application Recovery CD No. 1 into your computer's optical drive. The Application Recovery utility loads automatically.
3. Click OK in the VAIO welcome window. The Sony Application Recovery Program window appears.
4. Double-click the Software folder icon.
5. Select the icon for the application you want to restore, and then follow the on-screen instructions to complete the recovery process.

✍ Your system may include one or more Application Recovery CDs. If you have more than one Application Recovery CD, insert the first CD to run the Application Recovery program. You may be prompted to insert the next CD, depending on the application you wish to restore.

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To reinstall device drivers with the Application Recovery CD(s)

1. Click Start on the Windows® taskbar, and right-click My Computer.
2. Click Properties. The System Properties dialog box appears.
3. Click the Hardware tab, and click Device Manager.
4. Right-click the unknown device or the device that requires the driver installation, and click Update Driver from the shortcut menu. (The unknown device(s) is identified by a yellow question mark or exclamation point.)
5. In the Hardware Update Wizard, click to select "Install from a list or specific location (Advanced)."
6. Click Next.
7. Click to cancel the "Search removable media (floppy, CD-ROM...)" option.
8. Click to select "Include this location in the search."
9. Insert Application Recovery CD No. 1 into the optical drive.
10. Click Browse. The Browse For Folder dialog box appears.
11. Click to open the ARCD folder, and then open the drivers folder.
12. Click the folder name of the device in which you want to reinstall, and click OK. The Hardware Update Wizard appears.
13. Click Next.
14. Select the driver location that you selected in Step 12, and click Next. The Microsoft® Windows® operating system automatically reinstalls the device driver(s) from the Application Recovery CD.
15. Click Finish, and remove the Application Recovery CD from the optical drive.
16. Turn off your computer from the Start menu on the taskbar. For more information, see the "Turning Off Your Computer" section of your supplied VAIO® Computer Quick Start guide.
17. Wait 30 seconds, and turn on your computer.

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If you have any questions about using the Application Recovery CD(s), visit http://www.sony.com/pcsupport, or contact Sony Customer Support at 1-888-4-SONY-PC.

Using the System Recovery CD(s)

The System Recovery CD(s) enables you to format your hard disk drive and restores all original software programs. Your computer is returned to the original factory settings.

> ⚠ **The System Recovery process removes all software that you may have installed since you started using your computer. Reinstall any software programs that were not included with the computer when you purchased it.**

You can use the System Recovery CD(s) to reinstall the operating system and software titles that shipped with your computer if they become corrupted or are erased. You may not need to reinstall the entire contents of your hard drive. If you experience a problem with your computer, reinstalling an individual device driver or software title may correct the problem. Use the Application Recovery CD(s) to reinstall individual programs and to reinstall device drivers. See "Using the Application Recovery CD(s)" for more information.

The System Recovery CD(s) contains a backup copy of all the software originally installed on your hard disk drive. It can be used only to recover the hard disk of the computer you purchased.

System Recovery options

- **Default System Drive Recovery —** All data on Drive C is deleted. The factory default settings and software programs are restored on this drive only.
- **Change Partition Size —** All partitions, custom installations, and changes are removed from the hard disk drive. You can set the partition sizes for both the Drive C and Drive D. The original, preinstalled operating system and software programs are restored.
- **Recovery to Original Factory Defaults —** All data and partitions are removed from the hard disk drive. All original factory settings, operating system, and preinstalled software are restored.

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The System Recovery utility does not back up your system's data. If you wish to retain your system data, perform a backup to an external media.

To use the System Recovery CD(s)

Your system may take a few minutes to load necessary files. A blue screen may appear during the downloading process.

1. Insert the Sony System Recovery CD in the optical drive. The first CD must be in the drive before you restart your computer.
2. Turn off your computer from the Start menu on the taskbar. For more information, see the "Turning Off Your Computer" section of your supplied VAIO® Computer Quick Start guide.
3. Wait 30 seconds, and turn on your computer. The System Recovery utility restarts from the optical drive.
4. When the VAIO System Recovery Utility wizard appears, click Next.
5. Follow the on-screen instructions to complete the recovery process.

If your computer does not start from the Recovery CD

1. Press the power button and hold it for more than four seconds to turn off the computer.
2. Turn on the computer. When the Sony logo is displayed, press the F2 key. The BIOS setup menu screen appears.
3. Press the Right Arrow → to select the Exit menu.
4. Press the Down Arrow ↓ to select "Get Default Values," and press Enter. The Setup Confirmation window appears.
5. Press Enter again to select Yes.
6. Make sure Exit (Save Changes) is selected, and then press Enter. The Setup Confirmation window appears again.
7. Make sure "Yes" is selected, and press Enter. The computer restarts from the Recovery CD.

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✍ Your system may include one or more System Recovery CDs. If you have more than one System Recovery CDs, insert the first CD to run the System Recovery program. You are prompted to insert the second CD once the information from the first CD has been installed.

The recovery process takes from 30 to 60 minutes to complete.

After recovering your system using the System Recovery CD(s), you may be prompted to insert your Application Recovery CD(s) after restarting the Windows operating system. Insert the Application Recovery CD to automatically complete recovery of your system.

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Troubleshooting

This section describes how to solve common problems you may encounter when using your computer. Many problems have simple solutions, so try these suggestions before you visit the Sony Computing Support Web site at http://www.sony.com/pcsupport.

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Troubleshooting Your Computer

My computer does not start.

- ❑ Make sure the computer is plugged into a power source and is turned on.
- ❑ Make sure the power indicator indicates that the power is on.
- ❑ Make sure the battery is inserted properly and is charged.
- ❑ Make sure there is no floppy disk in the floppy disk drive.
- ❑ Confirm that the power cord and all cables are firmly connected.
- ❑ If you plugged the computer into a power strip or uninterruptible power supply (UPS), make sure the power strip or UPS is turned on and working.
- ❑ If you are using an external display, make sure it is plugged into a power source and turned on. Make sure the brightness and contrast controls are adjusted correctly. See the manual that came with your display for details.
- ❑ Condensation may cause the computer to malfunction. If this occurs, do not use the computer for at least one hour.
- ❑ Remove the battery from the computer, unplug the power cord and plug it in again, then turn on the power.

My computer starts, but a BIOS error is displayed.

When the battery is low on power, it may not start your system properly. The message “Press <F1> to resume, <F2> to setup” appears at the bottom of the screen. Follow these steps:

1. Press the F2 key. The BIOS Setup menu appears.
2. Set the date (month/day/year). Press Enter.
3. Press the Down Arrow ↓ key to select System Time, then set the time (hour: minute: second). Press Enter.
4. Press the Right Arrow → key to select the Exit menu.
5. Press the Down Arrow ↓ key to select Get Default Values. The message “Load default configuration now?” appears.
6. Select Yes, and press Enter.
7. Make sure Exit (Save Changes) is selected, and then press Enter. The message “Save configuration changes and exit now?” appears.

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8 Select Yes, and press Enter. The computer restarts.

If this occurs on a regular basis, contact Sony Computing Support (http://www.sony.com/pcsupport).

My computer starts, but the message "Operating system not found" appears, and Windows does not start.

Make sure there is no floppy disk in the floppy disk drive (non-bootable).

- If a non-bootable floppy disk is in the drive, follow these steps:
  1. Turn off the computer, and then remove the floppy disk.
  2. Restart the computer and confirm that Windows starts properly.
- If Windows still does not start, follow the steps below to initialize the BIOS:
  1. Remove any floppy disk from the floppy disk drive.
  2. Turn off the computer.
  3. Remove any peripheral devices connected to the computer.
  4. Turn the computer back on.
  5. Press the F2 key when the Sony logo appears. The BIOS setup menu appears.
  6. Press the Right Arrow → key to select the Exit menu.
  7. Press the Down Arrow ↓ key to select "Get Default Values" and then press Enter. The message "Load default configuration now?" appears.
  8. Select Yes, and press Enter.
  9. Make sure Exit (Save Changes) is selected, and then press Enter. The message "Save configuration changes and exit now?" appears.
  10. Select Yes, and press Enter. The computer restarts.

If your computer continues to display the message "Operating system not found," and Windows does not start, use your supplied System Recovery CD to restore the operating system and software titles shipped with your computer. See "Using the System Recovery CD(s)" on page 37 for more information.

The System Recovery CD restores your computer to its original state, so user data and programs will be lost.

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My computer stops responding or does not turn off.

It is best to turn off your computer using the Turn Off Computer command on the Windows® Start menu. Using other methods, including those listed here, may result in loss of unsaved data.

- Try turning off your computer by clicking Start on the Windows® taskbar, Turn Off Computer, and then Turn Off.
- If your computer does not turn off, press the Ctrl+Alt+Delete keys at the same time. The Windows Task Manager dialog box appears, and you can turn off the computer from the Shut Down menu.
- If the previous step does not work, press and hold the power button for at least four seconds. This turns off the power.
- If your computer stops responding while playing a CD or DVD, stop the CD/DVD, and restart the computer by pressing the Ctrl+Alt+Delete keys at the same time. The Windows Task Manager dialog box appears, and you can restart the computer from the Shut Down menu.
- Unplug the computer from the AC adapter, and remove the battery from your computer.

✍ Pressing the Ctrl+Alt+Delete keys to turn off the computer via Windows Task Manager or the Windows Security screen, or turning off the computer with the power switch may result in data loss in files that are currently open.

Troubleshooting the LCD Screen

My LCD screen is blank.

- Make sure the computer is plugged into a power source and is turned on.
- Make sure the power indicator on the computer is on.
- Make sure the battery is inserted properly and is charged.
- The computer may be in LCD (Video) Standby mode. Press any key to activate the screen.
- The display mode may be set to external display mode. Press and hold the Fn key while pressing the F7 key several times.

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Troubleshooting the Mouse and Touchpad

My mouse does not work.

- If you connected a mouse to your computer, make sure the mouse is plugged into the mouse connector. See "Connecting the USB Device" in the online VAIO® Computer User Guide for more information.
- If you are using an optional Sony USB mouse, make sure the mouse is plugged into the USB port.
- If you are still experiencing problems, use your supplied Application Recovery CD to reinstall the mouse drivers. See "Using the Application Recovery CD(s)" on page 35 for more information.

My touchpad does not work properly.

- Make sure another mouse was not installed.
- Try restarting your computer. Follow these steps:
  1. Press the Windows key.
  2. Press the "U" key to select Turn Off Computer, and then wait at least four seconds.
  3. Press the "R" key to restart your computer.
- If your touchpad is interpreting a single tap as a double-click, adjust the button assignments. Follow these steps:
  1. Press the Windows key to display the Start menu.
  2. Press the Up Arrow key ↑ to select Control Panel, and press Enter.
  3. Press the Tab key to select Printers and Other Hardware, and press Enter.
  4. Press the Tab key to select Mouse, and press Enter. The Mouse Properties dialog box appears with the Buttons tab open.
  5. Press the Tab key to select the Default button, and press Enter. The button preferences automatically update to the original settings.
  6. Press the Tab key to select Apply, and press Enter.
  7. Press the Tab key to select OK, and press Enter.

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- If you are still experiencing problems, you may need to use your Application Recovery CD to reinstall the mouse drivers. See "Using the Application Recovery CD(s)" on page 35 for more information.

The pointer does not move while using the Touchpad or Mouse.

- Try restarting the computer. Follow these steps:
  1. Press the Windows key.
  2. Press the "U" key to select Turn Off Computer, and then wait at least four seconds.
  3. Press the "R" key to restart your computer.
- If you cannot restart your computer, press the Ctrl+Alt+Delete keys simultaneously. The Windows Task Manager dialog box appears, and you can restart the computer from the Shut Down menu.
- If you cannot restart your computer as previously described, press and hold the power button for more than four seconds to turn off the computer.
- If the pointer does not move while playing a disc, press the Ctrl+Alt+Delete keys simultaneously to stop playback and restart the computer.
- If you are still experiencing problems, make sure another mouse was not installed.
- You may need to use your supplied Application Recovery CD to reinstall the touchpad or mouse drivers. See "Using the Application Recovery CD(s)" on page 35 for more information.

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Getting Help

Sony provides you with several support resources to answer questions about your VAIO® computer or the preinstalled software. Refer to these resources in the order they are listed.

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Support Options

If you have questions about your computer or the preinstalled software, refer to the following sources for answers in the sequence listed below.

1 **VAIO® Computer User Guide**
The online VAIO® Computer User Guide and the printed VAIO® Computer Quick Start provide information on how to maximize your computer capabilities and solve common problems.

2 **Software Manuals and Online Help Files**
The software preinstalled on your computer may come with an online manual. These manuals are stored on the hard disk drive as online Help files. You can find the Help files from the Help menu under the specific software application. Some software programs may come with a printed manual.

3 **Operating System Online Support**
Your computer comes preinstalled with Microsoft® Windows®. For operating system support, you can access Microsoft® customer support at: http://support.microsoft.com/directory/.

4 **VAIO Support Agent**
You can find VAIO Support Agent by clicking Start and selecting Help and Support. Using advanced diagnostic technology, Sony's VAIO Support Agent runs scheduled protections of your programs, network settings, and other important software settings. When your software is protected, you can use VAIO Support Agent to repair software problems by restoring your software to any of the previously protected states.

5 **Sony Computing Support**
This service provides instant access to information on commonly encountered problems. Enter a description of your problem and the Knowledge Database searches for the corresponding solutions online. You can access Sony Computing Support at: http://www.sony.com/pcsupport.

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http://www.sony.com/vaio

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